

CITY OF LINCOLN

DEVELOPMENT SERVICES DIVISION MANAGER COMMUNITY DEVELOPMENT DEPARTMENT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

The Development Services Division is under the Community Development Department and provides and maintains development services for the City of Lincoln which improve the quality of life and ensure the health and safety of our residents. The division includes Planning, Building, Engineering, Development Financing, Code Enforcement, Affordable Housing and is a 'One Stop' center for development in the City of Lincoln.

The Development Services Division prepares or reviews planning documents for all new streets, storm drains, sewers and water mains, conducts public works inspections, and supervises special construction projects; coordinates activities with other divisions, departments, City Council, Planning Commission and outside agencies or organizations. The division specializes in information about all aspects of planning and developing property and/or projects within the City. The division receives and processes development applications, which can include conditional use permits, subdivision mapping, design review, building permits and building inspections. The division provides a broad array of community services to Lincoln residents and businesses.

The Division Manager is under general direction of the Community Development Director or designee; performs administrative duties and policy interpretation related to the management of the division. Key responsibilities include developing division goals and objectives, managing staff through direct and subordinate supervisors, developing policies and procedures related to division activities, developing and administering division budgets, conducting short- and long-range planning and performing related work as required. The Division Manager plans, manages, oversees and directs the operations and services of the Development Services Division; coordinates activities with other City officials, departments/divisions, outside agencies and organizations; provides responsible and complex staff support to the City Council, City Manager and Department Heads; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Division Manager** is the administrative management level class, which oversees all functions and operations of the Development Services Division and is responsible for all budgeting, staffing, project assignment, contract management, troubleshooting, resident complaints, materials/supplies and maintenance. This classification is distinguished from the next lower classification of program managers by the performance of overall division management skills and responsibilities and is distinguished from the Director class by the latter's full managerial responsibility for the Community Development Department.

SUPERVISION RECEIVED/EXERCISED:

Receives administrative direction from the Community Development Director or designee. Exercises direct and indirect supervision over supervisors, professional, technical, consultant and office support staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Accepts full responsibility for all Development Services Division activities and services, including planning, code enforcement, budgeting, staffing, project assignments, contract management, troubleshooting, resident complaints, and materials/supplies.
- Monitors and directs daily operations to ensure that policies and procedures are being followed and takes corrective action as necessary; personally handles the most difficult, sensitive or controversial projects for the division.
- Provides highly complex staff assistance to the Director of Community Development, the Planning Commission and the City Council. Acts for the Director of Community Development as required.
- Provides technical and professional advice. Prepares and coordinates reports and presentations on planning issues for City Council, community groups, boards, commissions and regulatory agencies.
- Develops, implements and maintains Development Services Division goals, objectives, policies and procedures as well as those of the Community Development Department; reviews and evaluates work methods and procedures for improving organizational performance, enhancing services and meeting goals.
- Prepares or directs the preparation of grant and permit applications. Pursues federal and state grant funds and permits and ensures project compliance with grant or permit regulations.

- Plans, directs and coordinates the Development Services Division's work plan through appropriate division staff; assigns work activities and responsibilities to appropriate division personnel.
- Oversees the selection, training, professional development and work evaluation of division personnel; making recommendations on hiring, termination, promotion and discipline as required in coordination with the Community Development Director or designee; provides and coordinates training for division staff ensuring certifications for appropriate personnel are current; identifies and resolves staff deficiencies; fulfills discipline procedures; reviews the work of division personnel to ensure compliance with applicable federal, state and local laws, codes and regulations, including the Lincoln Municipal Code.
- Participates in the development of the City budget as it relates to the division; monitors and administers the adopted budget by analyzing cost effectiveness and directing cost control activities; develops long-range planning for the division in the areas of staffing, consultants, contract management, materials/supplies; presents, justifies and defends programs, operations and activities; monitors and approves expenditures of the division.
- Serves as a resource for division and department personnel, City staff and other organizations; coordinates pertinent information, resources and work teams necessary to support a positive and productive environment.
- Attends and participates in City-wide and community meetings and workshops; stays current on issues relative to the Division of Development Services; maintains a high-level of customer service response to areas of retail, commercial and industrial development and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Develops systems and maintains records that provide for the proper evaluation, control and documentation of assigned activities; prepares and directs the preparation of a variety of written correspondence, reports, procedures, directives and other materials.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend meetings at various sites within and away from the City; strength to lift and carry materials weighing up to 10 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

The education and experience that has provided the knowledge, skills and abilities necessary for a **Development Services Division Manager** to perform the essential functions of the job. Qualifications include the equivalent of six years of increasingly responsible experience related to Development Services, including expertise in a supervisory or management capacity, and a bachelor's degree in planning, urban development, business, public administration or a related field. A master's degree in business or public administration is preferred.

License/Certificate:

Possession of, or the ability to obtain, a valid class C California driver's license and possession of a valid certificate of public administration.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

- Modern principles and practices of administration, management and supervision;
- Public sector budgeting principles and practices;
- Principles of effective leadership;
- Applicable Federal, State and local laws, rules, ordinances and regulations;
- Theories, principles and operational practices applicable to the area of assignment;
- Methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices
- Techniques for effectively representing the City, including making effective public presentations and dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Plan, direct, manage and coordinate the work of the Development Services Division;
- Developing division activities, goals and objectives, creating program evaluation tools and evaluating the effectiveness of the division;
- Applying theories, principles and procedures in the area of assignment;
- Analyzing complex capital improvement projects; local improvement projects and administrative issues;
- Managing consultant contracts and agreements;
- Supervising and evaluating staff, directly and through multiple levels of supervision;
- Managing multiple tasks, often with competing deadlines;
- Providing leadership and motivation to staff;
- Making effective presentations to individuals and groups;

- Developing, implementing, Interpreting and explaining applicable laws and regulations;
- Preparing clear, concise and informative reports, correspondence and other written materials;
- Handling difficult and sensitive situations using sound, independent judgment within general policy and legal guidelines;
- Communicating effectively with co-workers, supervisors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information;
- Observe safety principles and apply those principles with division personnel providing for a safe work environment; and
- Communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Salary Range: \$91,923 (Step A) - \$123,186 (Step G)

FLSA: Exempt

Employee Group: Mid Management/Confidential Self-Represented Unit

Adopted: